



Michigan  
*Office of the Auditor General*  
**REPORT SUMMARY**

*Performance Audit*

*Releasing Driver and Vehicle Records  
 Bureau of Driver and Vehicle Records  
 Department of State*

Report Number:  
 231-0290-05

Released:  
 November 2006

*The Department of State's operations include processing requests for driver and vehicle records from commercial, governmental, nonprofit, legislative, and individual customers. The Department processes these requests in accordance with the federal and State driver privacy protection act guidelines. The Department's Bureau of Driver and Vehicle Records (BDVR) administers four programs through which customers may request driver and vehicle records: Bulk Records Sales, Direct Access, Driving Record Subscription Service, and Record Lookup.*

**Audit Objective:**

To assess the effectiveness of BDVR's efforts to ensure that it released driver and vehicle records as permitted by federal and State requirements.

**Audit Conclusion:**

BDVR was effective in its efforts to ensure that it released driver and vehicle records as permitted by federal and State requirements. However, we noted a reportable condition related to customer personnel discipline policies (Finding 1).

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**Audit Objective:**

To assess the effectiveness of the Department's efforts to monitor the use of driver and vehicle records by authorized customers.

**Audit Conclusion:**

The Department was moderately effective in its efforts to monitor the use of driver and vehicle records by authorized customers. We noted a reportable condition related to the monitoring of authorized customers (Finding 2).

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**Agency Response:**

Our audit report contains 2 findings and 3 corresponding recommendations. The Department's preliminary response indicates that it agrees with both findings and plans to comply with each of the recommendations.

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A copy of the full report can be  
obtained by calling 517.334.8050  
or by visiting our Web site at:  
<http://audgen.michigan.gov>



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